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Consumer Advisory

Terry Goddard Urges Caution on Extended Warranty Offers

(Phoenix, Ariz. – Dec. 5, 2007) Attorney General Terry Goddard is warning consumers to be cautious in reviewing mail or telephone solicitations to Arizona residents indicating their car warranties are about to expire. These solicitations are sent to consumers encouraging them to purchase an extended warranty.

The cards may have names similar to official organizations or government agencies and may be stamped with phrases such as “final notice” or “priority level: high” to create a sense of urgency. When consumers call the phone number provided on the card, they may be encouraged to purchase a high-priced extended warranty for their vehicle. In some cases, callers are told they must make a down payment prior to receiving warranty information from the company.

The Attorney General’s Office received numerous examples of these solicitations through the Seniors Strike Back program, which started in May. Hundreds of seniors across the state turned over their junk mail, which has been inspected for scams and fraudulent offers.

Goddard offers consumers the following advice:

- Ask yourself if this is true. In some cases, offers are sent to consumers whose car warranties expired years ago.
- Always obtain warranty information in writing prior to signing up or sending any money.
- Never give out personal identifying or financial information over the phone.
- Ask questions about the soliciting organization.
- Check with the Better Business Bureau to see if complaints have been filed against the company.

If you believe you have been a victim of fraud, please contact the Attorney General's Office in Phoenix at 602.542.5763; in Tucson at 520.628.6504; or outside the Phoenix and Tucson metro areas at 1.800.352.8431. To file a complaint in person, the Attorney General’s Office has 36 satellite offices throughout the State with volunteers available to help. Locations and hours of operation are posted on the Attorney General’s Web site at www.azag.gov. Consumers can also file complaints online through the Web site.

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